



Operational Service Plans

Department:	Customer Service	Date:	5/14/20
Proposed Service Delivery Model (includes PPE / Sanitizing Supplies) Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).			

- **Function A: In Person Counter Processes: Face to Face Transactions**

- Face to face transactions only include: Drivers license (new or renewal) and after the peacetime emergency has expired: Marriage license applications.
- Customers must make an appointment to get service.
- Each window will be reduced from 2 customers being served to 1 customer in order to ensure social distancing protocols is met. One Service Agent per window per shift.
- Appointments will initially be set at 30 minutes per customer and will be modified only in the event that processing times are less than 20 minutes per customer.
- Customers will be asked to arrive 15 minutes before their appointment.

Initial Contact

- Customer will call the number provided to make an appointment
- Staff person will ask the Health Screening questions provided by the Mn Dept of Health
- If customer passes the questions, staff will go through the department script with the customer to understand what the need is and to ensure that customer has all documentation necessary to get served.
- Script will include information to help the public prepare for their appointment: including information related to the business need and health and safety protocols:
 - Customer will be asked to pre-register before their appointment and enter all security information in the state DVS site. This is to minimize the amount of face-to-face transaction time and expedite the processing time
 - Staff will ask detailed questions about the type of DL is being requested and will ensure that the customer is bringing in the correct documentation to get the service completed the 1st time.
 - Staff will get the customer’s name, cell phone (if they don’t have one – they need to borrow one or have someone bring them that has a cell phone), and indicate the type of DL the person is asking for
 - Customers will be told that they will be required to wear a mask and hand sanitizer will be located at every service counter and in the entry way to the service counters
 - Customers will be told to remain in their vehicle in the parking lot until they are called on their cell phone so that there is no congregating of customers in the parking lot.
 - Only the person needing service will be allowed into the government center. Staff will ask customer how many people are in the car. Customers are not allowed to bring children or any other person with them unless: the person with them is a translator, or the customer needs an assistant to help the with their personal needs. Small children cannot be left unattended in the car.

- Appointments will be scheduled 30 minutes apart to allow for time between appointments and eliminate lines. We will ask customers to arrive approximately 15 minutes early in case we can bring them in sooner than their appointment
- All doors to access government center will be locked and customers will be allowed in via escort only.

Appointment Contact:

- Greeter agent will be wearing PPE masks may wear gloves
- Service Counter has plexi-glass covering the entire counter except the bottom 6 inches
- Greeter will call customer on their cell phone when service agent is available. Greeter will ask what the customer is wearing to be able to identify them
- If customer is not in car in the parking lot by the time of their appointment, it is cancelled and the customer will need to reschedule
- Greeter will ask customer if they have a mask. If not, Greeter may offer a mask if one is available; otherwise the appointment is cancelled and customer will have to reschedule.
- Greeter will ask the customer the Health Screening questions again
- Greeter will make sure that only the customer needing a driver's license will be entering the building.
- Greeter will use handicapped door opener to allow customer to enter the building
- Service agent will call the customer to the counter and provide the service
- Service agents are 10-12 feet apart and have hand sanitizer at every work-station. Service agents will not be provided with gloves. Those who wish to wear gloves must provide their own gloves. The agent must exchange out their gloves after every customer in order to ensure no transfer of bacteria/germ. Agents will be required to wash their hands in between every customer.
- Service agent will not touch any documents provided for by the customer unless absolutely necessary.
- Customers will remove their masks only at the time the photo is taken and will put the mask back on immediately following the picture-taking.

Transaction Closure:

- Service Agent will let Greeter know that customer is done
- Service Agent will clean their side of the counter and all equipment by the photo station (eye exam, signature pad etc) after every customer with paper towel and approved disinfectant solution.
- Service Agents will clean shared equipment (ie. Copiers) approximately every 2-3 hours with paper towel and approved disinfectant solution.
- Greeter will escort customer to the door.
- Greeter will ensure social distancing protocols are followed when customers are entering and departing from the building.
- Greeter will clean the customer counter with cleaning wipes or approved disinfectant solution.
- Greeter will call the next customer.

• **Function B: Drop box or mail in transactions. In House work only**

- All other transactions (motor vehicle tab renewals, property tax payments, miscellaneous licenses, motor vehicle dealer work, etc.) will need to be mailed or dropped in a drop box and will be returned via mail to the customer. All requests dropped into a County drop box have a receipt mailed back to the customer.

- Motor vehicle dealer work will be exempted from mail; they will call and schedule an appointment for pick up.
 - Motor Vehicle work is dropped off for processing
 - Staff returning work to dealer via car drive up service will require both staff and driver of vehicle to be wearing a face mask
 - Staff will be required to wash hands thoroughly when entering the County office
- Birth and Death records requests can be received via mail, email and drop box. They will be sent to the customer via mail.
- 2 staff will be in the office to process all mailed or dropped off transactions (except property tax heavy periods)
- Staff will ensure social distancing protocols of 6' at all times while in the office. This may require staff to step aside when another staff is passing
- Staff will wash hands thoroughly on an hourly basis
- Staff will need to ensure that they do NOT touch their face unless hands have been cleaned
- Staff will be required to clean their workstations every day as well as clean commonly used equipment, such copiers every 2-3 hours.

- **Function C: Desk Work (reports) Phone coverage and misc. office support.**

- Staff are able to answer calls both in house and off site, should the need occur. Staff will continue to conduct this on-site by using the social distancing protocol. This function is being done by staff who are working at their desk processing desk work and completing state reports
- Staff will be required to clean their workstations every day as well as clean commonly used equipment, such copiers every 2-3 hours.

- **Function D: Greeter when the County reopens for business**

- Due to the need for social distancing staff member will need to be posted at the front door.
- Staff will ensure social distancing protocols of 6' at all times while in the office
- PPE for protection will be used by the greeter, including masks and gloves.

Level of Staff Changes and Resource Needs

Describe staff changes based on your department's functioning under the "new normal" (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

- **Function A: In Person Counter Processes: Face to Face Transactions**

- There will need to be **6 people per day** to work service counters. 4-hour shifts per person at the counter
- There will need to be **1-2 people needed to fill in due to vacations, sickness or inability to work** the counter (back up staff)
- Upon reopen, identified 2 staff from Land Records would be recalled back to CS, possibly on a full-time basis to be able to handle the backlog of customers needing assistance depending upon how many people can return to their normal duties that have been redeployed to jail services.
- Modifications of shifts (longer days, and maybe weekends)
- **Disinfecting solution, wipes and hand sanitizer** will need to be provided for counter and equipment cleaning. Cleaning of counters will occur after every customer.
- **Soap refills and hand towels** need to be stocked on a frequent basis in CS bathrooms

- **Function B: Drop box or mail in transactions.**

- All staff would be required to work in office but would maintain social distancing of at least 6'

- **Hand sanitizer and wipes** are available to staff, **but are not to be used unless the inability to wash and cleanse hands occurs.**
 - **Soap refills and hand towels** need to be stocked on a frequent basis in CS bathrooms
 - **2-3 staff** are needed to handle all mail-in and drop off work (depending upon the number of requests received)
 - **1 staff** will be needed on an occasional basis to deliver drive up dealers.
 - Staff will be required to wear **masks** and wash hands thoroughly upon reentry to department. **2-4 masks per week is being estimated.**
- **Function C: Desk Work (reports) Phone coverage and misc. office support.**
 - **1 staff** is needed to complete state reports daily
 - Phone coverage will be an added duty for all staff working at their desks (includes Function B staff as well). No additional staff are being asked for
- **Function D: Greeter when the County reopens for business**
 - **1 staff** is needed during hours of Service Counter. If service counter hours are longer than an 8 hour shift, multiple greeters will be needed.
 - Dept plans on opening for normal business hours (8-4:30 M-F) until which time that the Dept has a clear understanding of timing of transactions based upon transaction type.
 - Greeter will need a mask (2 masks per day at a minimum as 2nd person will need to cover breaks and lunches) **10 masks per week are needed**
 - Greeter has the option to wear gloves. At a high end, 4 sets per person per day.
 - **Supply of hand sanitizer on a stand** for customers entering and exiting building needs to be available

Adherence to Governor's Executive Orders

Identifying Sick Employees:

Employees who present COVID-19 like symptoms while working will be removed from their worksite and sent home in accordance with current Scott County Occupational health guidance. In accordance with CDC guidance, their workstation and equipment will be quarantined for 24 hours. At the end of that period, the area will be sanitized using routine cleaning procedures.

Employees who present COVID-19 like symptoms following a work shift (prior for reporting for another shift) will contact their supervisor. They will be directed to remain at home and, in accordance with CDC guidance, the workstation and equipment used on the previous shift will be isolated and quarantined for 24 hours. At the end of that period, the area will be sanitized using routine cleaning procedures.

If the worksite/station cannot be quarantined for 24 hours, the area must undergo a deep cleaning procedure following CDC guidelines.

Training:

Staff providing services and back up functions will receive initial procedural training as well as daily safety updates.

Enforcement:

Managers and employees are responsible to monitor and enforce safety processes. Coaching and corrections will take place when violations occur.

Shut down:

In the event that illness, contamination or other conditions reduces the minimum resources or employees required to provide services in manner consistent with the current Operational Service Plan, and back up staff are not available, the service will be closed, and notices given to customers and staff

Division Director Comments

This department's work is entirely conducted on premise due to the needs for them to access tabs, license plates, security paper or that they are dealing with money.

Today, March 25, the County was notified that the MN Dept of Driver Vehicle Services has issued a hard shut down for all Driver and Motor Vehicle services effected Friday at 11:59 pm. It is expected that legislators will be presented with legislation on March 26th to address the ID and tab expiration dates that many people will be facing. Most of the work the 5 in-house people are doing is motor vehicle work. Property taxes are starting to come in but the big push for processing won't occur until the last week of April through the 3rd week of May. April 1 – comment

Strategic Branch Comments

Considerations for next steps:

- Assess whether in-person transactions can be made by appointment only as an alternative to trying to limit the number of people in the waiting area and placing some form of security at the door. (Function D). April 1*

County Administrator Comments

Explore appointment meetings for customer service and again promote the drop box for many of these activities when open and still under social distancing guidelines. April 1

County Administrator Signature _____ Lezlie Vermillion

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.

May, 2020:

Governors Executive Order 20-56 allows for non-critical operations to resume. Session Law Chapter 71, HF 4531, signed by the Governor on March 28, 2020 provided for customers whose Drivers licenses were expiring due to the closure of DMV offices, to drive with expired licenses during the peacetime public health emergency period. This extension is allowed for to the last day of the second consecutive month following the month in which the peacetime public health emergency period terminates. It is estimated that over 80,000 licenses have expired each month since the peacetime was declared on March 13, 2020.

It is imperative to allow customers into the County building (by appointment only to ensure social distancing protocols) in order those customers to get current on their DL's current. We will not be servicing as many customers as before the pandemic, so we need to get this service operational as soon as possible.

Attached is the proposed staffing plan in order to accommodate the opening of services on Monday May 18th.